

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

TIS3251 – INFORMATION SYSTEMS PLANNING AND DEVELOPMENT

(All sections / Groups)

13 MARCH 2020
9.00a.m - 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages with 5 Questions only.
2. Answer **ALL FIVE** questions. All questions carry equal marks and the distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

Question 1

- a. Explain the importance for an organization to have an accurate or complete information. (1 mark)
- b. List and describe any three components of a computer-based information system. (3 marks)
- c. Explain any three advantages of an enterprise resource planning system. (3 marks)
- d. Many small and medium-size enterprises elect to implement open-source enterprise resource planning systems and these systems are customized. Provide three reasons for customization. (3 marks)

Question 2

- a. Explain the purpose of a management information system in an organization. (1 mark)
- b. Describe a human resource management information system and any two of its outputs. (3 marks)
- c. List and describe the three participants in developing and using an expert system. (3 marks)
- d. Provide examples of virtual reality applications in medicine, training and entertainment. (3 marks)

Question 3

- a. Compare two characteristics of batch processing and online processing. (2 marks)
- b. Why would an organization employ an intranet? (1 mark)
- c. Define the term information systems planning. (1 mark)

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- d. List and describe any three types of feasibility analysis that you would conduct in developing a new information system. (3 marks)
- e. Describe any three techniques used to make systems selection evaluations. (3 marks)

Question 4

- a. During implementation phase of the System Development Life Cycle (SDLC), maintenance is performed on the system. Provide any two reasons for maintenance. (2 marks)
- b. Application development by non-Information System professionals has grown rapidly with the introduction of user tools. State an advantage of this user application development. (1 mark)
- c. In purchasing methodology, feasibility analysis and requirements definition remain the same as in traditional SDLC. Describe any two additional steps to be performed in purchasing methodology. (2 marks)
- d. What are the two disadvantages for organizations to opt for Application Service Providers (ASPs)? (2 marks)
- e. Maybank is an example of a big company that has complex Information Technology (IT) projects to manage. Discuss three critical success factors for effective management of these large, complex projects. (3 marks)

Question 5

- a. Differentiate between the Laissez-Faire ("hands-off") and controlled growth strategies in terms of level of control and resources for supporting user computing in an organization. (2 marks)
- b. As an IT manager (for example, at Public Bank), state any three benefits that IT outsourcing may bring to the company. (3 marks)

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- c. IT is influencing societies across the globe. Despite its benefits, provide any three of the negative social impacts. (3 marks)
- d. Discuss copyright and patent as intellectual property rights that can be obtained on computer programs. (2 marks)

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